

Work Queue: Orders - Online Request

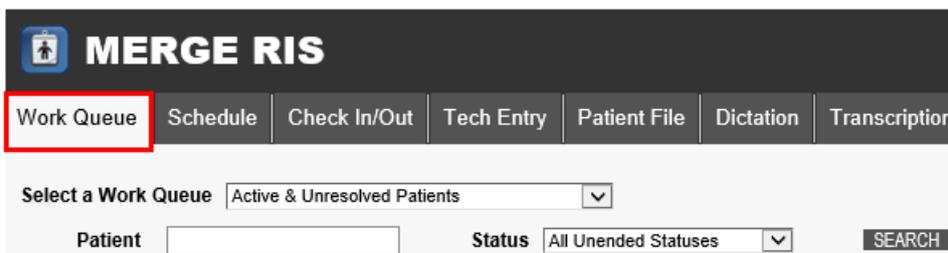
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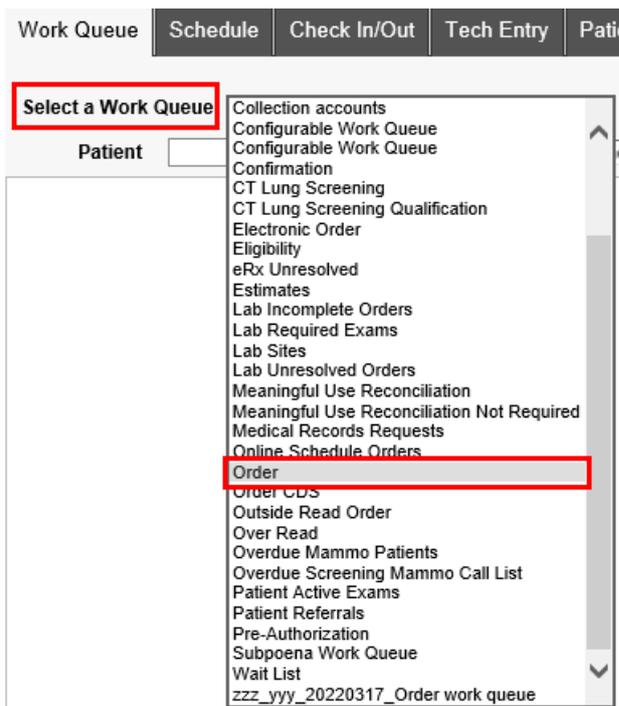
Work Queue: Orders - Online Requests

When a patient utilizes the online scheduler to make an appointment, the system will not schedule the exam if there is more than one profile matching the information entered. These patients will show up on the Orders Work Queue, indicating that requested date and time was NOT scheduled. Patients on this list must be contacted to confirm we are scheduling the correct patient and proceed with scheduling.

1. In Merge, click on the "Work Queue" tab



2. From the Select a Work Queue dropdown, select Order



3. ALL patients that needs to be associated with an existing jacket number will have an alert icon.

Work Queue		Schedule	Check
Work Queue	Order		
Find Patient			
Date From	02/23/2022		
Patient	Phone		
TEST,ELIZABETH	(903)190-5319		
TEST,EC	(817)000-0001		
 TEST,AMY	(703)666-9999		
TEST,DAWN	(386)555-1234		
TEST,PHONE NUMBER			

- This icon will appear for two different reasons
 - Patient attempted to schedule via the online scheduler and was unsuccessful because there are multiple jacket numbers with matching patient information
 - Electronic order has been received and did not associate to an existing MRN because there are multiple jacket numbers with matching patient information - **THIS SCENARIO DOES NOT APPLY TO THIS WORKFLOW!**

4. Double-click on the white line item below the patient name to open the "Order Details" window

Work Queue		Schedule	Check In/Out	Tech Entry	Patient File	Dicta
Work Queue	Order					
Find Patient						
Date From	02/23/2022	To	03/25/2022	Referred E	Resource	
Patient	Phone	Referred By				
TEST,ELIZABETH	(903)190-5319	AWADH,ABLA MD				
TEST,EC	(817)000-0001	JONES ALFREDA MD				
 TEST,AMY	(703)666-9999	ESTES,BARBARA K MD				
TEST,DAWN	(386)555-1234	TEST,MERGE				
TEST,PHONE NUMBER		LO,EMILY K MD				

Order Details
 TEST,AMY
 DOB: 03/18/1978 H: (703) 666-9999 W: ORDERED: 03/16/2022

Patient Name: TEST,AMY Status: Ordered

Referring Physician: ESTES, BARBARA MD Exam Priority: Routine

Appointment Reason: Online Request Assign To: Schedule Date: 03/25/2022 Time: 12:00pm

Other Reason: Online Request Location: CHCH

Requested Orders Order Number

1 3D MASP MAMMO 3D SCREENING WRA103

Exam Code and Description* Order Number

1 3D MASP MAMMO 3D SCREENING WRA103

ADD / REPLACE

Reason for Exam: Online Request Other Reason:

Procedure Code and Description

1 77007-33 SCREENING MAMMOGRAM 3D DIGITAL

2 77083 3D DIGITAL BREAST TOMOSYNTHESIS SCREEN

SCHEDULE COMPLETE CANCEL

5. To determine if the alert is present as a result of the online scheduler, review the Appointment Reason and Other Reason field. Patients who end up on the worklist as a result of the online scheduler will reflect "Online Request" in both of these fields.

Order Details
 TEST, AMY
 DOB:03/18/1978 H:(703) 666-9999 W:

Patient Name * TEST, AMY   Statu

Referring Physician * ESTES, BARBARA MD  Exa Prio

Appointment Reason Online Request Assi

Other Reason Online Request Sche Date

Location CHCH

Requested Orders

6. These patients have not been scheduled, however, the location, date and time they selected will display for reference

Order Details
 TEST, AMY
 DOB:03/18/1978 H:(703) 666-9999 W: ORDERED:03/16/2022

Patient Name * TEST, AMY   Status Ordered

Referring Physician * ESTES, BARBARA MD  Exam Priority Routine

Appointment Reason Online Request Assign To

Other Reason Online Request Schedule Date 03/25/2022  Time 12:00pm

Location CHCH

7. Click the arrow located to the right of the patient name and alert icon to open the Schedule: Patient Search window

Order Details
 TEST, AMY
 DOB:03/18/1978 H:(703) 666-9999 W:

Patient Name * TEST, AMY   Statu

Referring Physician * ESTES, BARBARA MD  Exa Prio

Appointment Reason Online Request Assi

8. Potential matches will display under the Search Results portion of the window.

Schedule: Patient Search

Patient Name: TEST,AMY Search Patients All

Patient Additional Details: Jacket: PMIS: 20121
H: (703)6669999 W:
DOB: 03/18/1978

Additional Search Criteria: My Locations
DOB: Home Phone No:

Patient Name	DOB	Phone Num.	SSN	PMIS	Collections
TEST, AMY	04/09/1975				
TEST, AMY	03/18/1978	(703) 666-9999			
TEST, AMY	03/18/1978	(703) 666-9999		0100741408	
TEST, AMY	03/18/1978	(703) 666-9999			
TEST, AMY	03/12/1966	(301) 553-3333			
TEST, AMY	04/18/1980	(571) 642-9898			
TEST, AMY	03/19/1970	(000) 000-0000			

Visit Info

Status	Date	Jacket No.	Exam	Description	Loc.	Ref. Phys.
Order	03/16/2022 2:50 PM		3D MASP	MAMMO 3D SCREENING	CHCH	ESTES, BARBARA

BACK NEXT COMPLETE CANCEL NEW PATIENT PATIENT FILE COMMENTS ?

9. Call the number listed at the top of the window to confirm further information with the patient so that we can appropriately associate them with an existing jacket number and schedule their exam.

Patient Name: TEST,AMY

Patient Additional Details: Jacket: PMIS: 20121
H: (703)6669999 W:
DOB: 03/18/1978

- o If the patient answers, verify information to help determine which existing jacket number this patient should be associated to.
 1. Once you have identified the correct jacket number, double-click on the correct patient and this will return you to the Order Details window to complete the scheduling process.

Order Details

TEST, AMY
DOB:03/18/1978 H:(703) 666-9999 W: ORDERED:03/16/2022

Patient Name: Status:

Referring Physician*: Exam Priority:

Appointment Reason: Assign To:

Other Reason: Schedule Date: Time:

Location:

Requested Orders Order Number

1	3D MASP	MAMMO 3D SCREENING	WRA103
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Exam Code and Description* Order Number

1	3D MASP	MAMMO 3D SCREENING	<input type="text" value="WRA103"/>	
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ADD | **REPLACE**

Reason for Exam: Other Reason:

Procedure Code and Description

1	77087-33	SCREENING MAMMOGRAM 3D DIGITAL
2	77083	3D DIGITAL BREAST TOMOSYNTHESIS SCREEN

2. Click Schedule



3. The Schedule: Appointment Book window will open with the location, date and time that was originally requested by the patient. Confirm that the patient would still like to schedule with those specification. If the original date/time is no longer available, please offer other options.

4. Complete the scheduling process and add notes that patient was contacted due to a failed online scheduling request and exam has been scheduled, along with typical documentation required when scheduling an exam

- Example: OLR FAILED - CALLED PT TO CONF AND SCHED - PT AWARE OF PREP - ADVISED TO BRING ORDER/ID/INS

o If the patient does not answer:

1. From the Schedule: Patient Search window, click Cancel to return to the Order Details window



2. From the Order Details window, click the Comments icon to add notes



3. The Patient Files: Comments window will populate, add notes that an attempt was made to reach patient due to a failed online request, along with the outcome.
 - Example: CALLED PT TO CONF INFO/SCHED EXAM DUE TO FAILED OLR - NO ANSWER - LVM
4. Navigate to the Schedule tab, search for patient by name and date of birth and add an additional note to the existing jacket number matching patient information so that agents on the inbound queue will be able to complete scheduling when the patient returns the call
 - Example: PT ATTEMPTED TO SCHED VIA OLR - REQ 03/25/22 12PM CHCH - LVM

EDITED: 03/25/2022
